

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1-96. (canceled)

97. (currently amended) An integrated and secure system for conducting business over a public Internet by enabling a customer, of a communications network, to command and control the customer's switched communications connections within the communications network and to view results of any changes in the customer's connections, the system comprising:

at least one secure web server that manages secure customer sessions with a customer workstation over the public Internet, the at least one secure web server providing session management for the customer, the session management including:

identification of the customer,  
validation of the customer,  
determining entitlements of the customer, and  
performing encryption of the secure customer sessions; and

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, where the at least one dispatch server provides verification of the customer's entitlements, and based on the customer's entitlements, forwards messages to a proxy associated with a desired service,

where the plurality of system resources include:

a network manager which manages routing of ~~the customer's~~ traffic,  
associated with the customer, over the communications network, and

a graphical user interface application to review, in real-time, the network  
traffic associated with the customer, the network manager and the graphical user  
interface application being responsive to messages from the dispatch server,  
where the network manager and the graphical user interface application command  
and control circuit networks provided by the communications network to the  
customer.

98. (currently amended) The integrated and secure system for conducting  
business over the public Internet as claimed in claim 97, where the circuit networks  
include toll free ~~voice~~ networks and the network manager includes a toll free network  
manager application, responsive to messages from the at least one dispatch server, to  
enable the customer to command and control routing of traffic on the toll free ~~voice~~  
networks.

99. (previously presented) The integrated and secure system for conducting  
business over the public Internet as claimed in claim 97, where the circuit networks  
include call centers and the network manager includes a call manager application,  
responsive to messages from the at least one dispatch server, to enable the customer to  
command and control routing of voice traffic between the call centers.

100. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the network manager includes an outbound network manager, responsive to messages from the at least one dispatch server, to enable the customer to command and control priced calls.

101. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the graphical user interface application includes a reporter, responsive to messages from the at least one dispatch server, to enable the customer to generate reports on voice communications in the communications network.

102. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter includes an event monitor system to generate reports on network traffic in near real time.

103. (canceled)

104. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter generates history reports on the voice communications occurring during selected periods of time.

105. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter includes a

report manager application to enable the customer to generate reports for a plurality of switched voice communication applications and an inbox system to communicate the reports to the customer.

106. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 101, where the reporter includes a priced call application to enable the customer to generate priced reports and invoices for a plurality of voice communication applications.

107. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the graphical user interface application generates reports on data relating to data traffic on the communications network.

108. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an inbox system to store and forward reports, to the customer workstation, relating to voice and data traffic associated with the customer.

109. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 97, where the system includes an event monitor system to store and forward alarms generated with respect to traffic, associated with the customer, over the communications network.

110. (currently amended) An integrated and secure system for conducting business over a public Internet by enabling a customer, of a communications network, to command and control the customer's switched communications connections within the communications network and to view results of any changes in the customer's connections, the system comprising:

at least one secure web server that manages secure customer sessions with a customer workstation over the public Internet, the at least one secure web server providing session management for the customer, the session management including:

- identification of the customer,
- validation of the customer,
- determining entitlements of the customer and
- performing encryption of the secure customer sessions;

at least one dispatch server that communicates with the at least one secure web server and a plurality of system resources, where the at least one dispatch server provides verification of the customer's entitlements, and based on the customer's entitlements, forwards messages to a proxy associated with a desired service; and

the plurality of system resources including:

- a toll free network manager which manages routing of the customer's traffic over toll free ~~voice~~ networks in the communications network, and
- a real time monitor which provides near real time monitoring of network traffic,

where the toll free network manager and the real time monitor respond to messages from the dispatch server and manage the communications network resources provided by the communications network to the customer in near real time.

111. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system further includes an order entry application that enables a customer to identify and authenticate a plurality of users with distinct toll free call manager entitlements, and to modify the toll free call manager entitlements from a single point of customer identification and authentication.

112. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 111, where the system further comprises a priced call application responsive to messages from the dispatch server, to enable the customer to manage and pay for the communications network services provided by the communications network.

113. (previously presented) The integrated and secure system for conducting business over the public Internet claimed in claim 110, where the system further includes a reporting application to generate historical reports of data relating to calls on the communications network.

114. (previously presented) The integrated and secure system for conducting business over the public Internet as claimed in claim 110, where the system includes an online invoicing and electronic payment system to manage and pay for selected calls over the public Internet in response to a request from the customer.

115. (withdrawn) An integrated and secure method for conducting business over a public Internet by enabling a customer of a communications network to command and control the customer's communications connections within the network and to view results of any changes in the customer's connections, the method comprising:

encrypting, by a workstation associated with the customer, interactive communications with the customer over the public Internet;  
managing secure customer sessions over the public Internet by at least one secure server, the at least one secure server providing session management for the customer, the session management including:

identification of the customer,  
validation of the customer,  
determining entitlements of the customer and  
performing encryption of the secure customer sessions;

communicating with the at least one secure server and a plurality of system resources through at least one dispatch server, the at least one dispatch server providing verification of the customer's entitlements and forwarding messages to a proxy associated with a desired service, where the plurality of system resources include a network manager that enables the customer to manage routing of switched voice traffic

and switched data traffic over a communications network and a graphical user interface application that enables the customer to review network traffic in real time; and

providing, to the customer and through the interactive sessions, access to the network manager and to the graphical user interface application,

where the network manager and the graphical user interface application are responsive to messages from the dispatch server and enable the customer to command and control the communications network resources provided by the communications network to the customer.

116. (currently amended) The integrated and secure system for conducting business over the public Internet claimed in claim 97, where the at least one dispatch server is further to:

establish ~~establishes~~ a secure session between the network manager and the customer ~~computer~~ workstation via a data path that includes the at least one dispatch server, and

establish ~~establishes~~ another secure session between the graphical user interface application and the customer workstation via a path that excludes the at least one dispatch server.

117. (currently amended) The integrated and secure system for conducting business over the public Internet claimed in claim 110, where the at least one dispatch server is further to:



~~establish~~ establishes a secure session, between ~~the~~ toll free network manager and the customer ~~computer~~ workstation, via a data path that includes the at least one dispatch server, and

~~establish~~ establishes another secure session, between the real-time monitor and the customer workstation, via a path that excludes the at least one dispatch server.

118. (withdrawn) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where the communications network includes call centers and the network manager includes a call manager application, responsive to messages from the at least one dispatch server, to enable the customer to command and control routing of voice traffic between the call centers.

119. (withdrawn) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where the graphical user interface application includes a reporter, responsive to messages from the at least one dispatch server, to enable the customer to generate reports on voice communications in the network.

120. (withdrawn) The integrated and secure method for conducting business over the public Internet as claimed in claim 115, where providing access to the network manager and to the graphical user interface application includes:

establishing a secure session, on a first data path that excludes the at least one dispatch servers, between the workstation and the graphical user interface application, and

establishing another secure session, on a second data path that includes the  
at least one dispatch servers, between the workstation and the network manager.